

**USEPA/OECA/OC**  
**State and Tribal Assistance Grants (STAG) 2000-2001**  
**Nebraska: Improved Public Access to Complaints and Enforcement Actions**  
**Quarters 1 & 2, FY2004**  
**Uploaded to the Internet 6/7/04**

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**Quarterly Reporting Form for EPA's  
Enforcement and Compliance Assurance Grants**

Reporting Period: Year: 2004 Grant Number: EA99797801  
1<sup>st</sup> Oct-Dec (due last working day Jan)  
2<sup>nd</sup> Jan-Mar (due last working day Apr)  
3<sup>rd</sup> Apr-Jun (due last working day Jul)  
4<sup>th</sup> Jul-Sep (due last working day Oct)

**I. Information**

State and Department: Nebraska Environmental Quality  
Title of Project: Improved Public Access to Complaints and Enforcement Actions  
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Funds Received by State: \$150,000, grant announced around 10/16/2001  
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**II. Status of Project Milestones**

*INITIAL PROJECT MILESTONES*

***Major milestones in bold***

Project Milestones	Anticipated Completion Date	Completion Date
<b>Start Project</b>	<b>December 31, 2001</b>	November 2001
Put together team	November, 2001	November 2001
Collect and evaluate all forms	December 2001	December 2001
Review forms	December 2001	April 2002
Develop common complaint form	December 2001	May 2002, modified March 2003
Develop an SOP for complaint process	December 2001	June 2002

<b>Complete the design and process steps</b>	<b>March 31, 2002</b>	
Develop a web interface for complaint form		May/June 2002
Develop procedures for web submitted complaint		
Web forms available		
Test web form and process with agency staff		
<b>Complete the web design, process, and testing</b>	<b>May 1, 2002</b>	
Place form and appropriate instructions on web		
Announce availability of form		
<b>Make forms available on agency web page</b>	<b>June 30, 2002</b>	
Design interface between IIS and web process		March/April 2003
Evaluate types of complaints & need for IIS info		March/April 2003
Determine if complaints should be pre-filled or just feed IIS		
<b>Complete design for interoperability with IIS</b>	<b>August 15, 2002</b>	
Develop application for complaint interface		
Test application		
<b>Test interoperability with IIS</b>	<b>September 30, 2002</b>	
Install application and test		
<b>Complete complaint portion of project</b>	<b>October, 2002</b>	

*MODIFIED PROJECT MILESTONES BASED ON PROJECT CHANGES*

*Major milestones in bold*

Project Milestones	Anticipated Completion Date	Completion Date
<b>Start Project</b>	<b>December 31, 2001</b>	November 2001
Put together team	November, 2001	November 2001
Collect and evaluate all forms	December 2001	December 2001
Review forms	December 2001	April 2002
Develop common complaint form	December 2001	May 2002, modified March 2003
Develop an SOP for complaint process	December 2001	June 2002
<b>Agency equipment and network upgrades</b>	December 2002	December 2002
<b>Complete the web design and interoperability with IIS process steps</b>	<b>August 15, 2003</b>	
Design agency wide notification/complaint system		October 2003
<b>Develop application (contract programming)</b>	<b>January 2004</b>	March 2004

<b>Test application</b>	<b>February 2004</b>	April 2004
Test application with agency staff		In next quarter
<b>Install application on agency web page</b>	<b>March 2004</b>	
<b>Complete complaint portion of project</b>	<b>April 2004</b>	

### III. Status of Project Completion.

Anticipated project completion date: *April to June 2004*

*If this anticipated date is later than the date reported on the last report, please explain.*

*The anticipated dates have been changed based on our modified design procedure to include the complaint form process and interoperability with IIS at the same time. In addition, we included all notifications to the agency (fish kills, surface spills, complaints, etc.) This required numerous interviews with agency staff and research with all programs in the agency. The application design also includes a number of look up tables by various programs in the agency and also EPA. A sample CD of the notification design screens has been included with this report.*

**April 2004 update** – *The notification system is in the final stages of testing and we anticipate staff testing to start in May 2004. There was a request to conduct staff testing for 3 months, which will go beyond the end of the grant period, but we do not believe a grant extension will be required for the money. We will continue to deploy the application and then with the web implementation.*

### IV. Results:

*Describe results and attach additional information if necessary. Examples of results for **outcome measurement** might include progress on major milestones such as data on improvements from enforcement or compliance assurance activities, establishment of a baseline for compliance rate, development of a data system, completed methodology, survey design complete, or survey results obtained. Examples of results from **data quality** might include actual improvements in data quality or completeness, use of the data for program management. Examples of results from **public access** might include successfully making information available or statistics on the actual use of the information by the public (e.g., website hits).*

**OCT-DEC 2001** – The team has been formed and initiated work on collecting complaint forms from around the agency.

**JAN-MAR 2002** – The team continues to work on the agency wide complaint form. Form should be completed in next quarter.

**APR-JUN 2002** – The team completed the draft complaint form and an SOP reviewed and approved by the team and first round review by agency management. A prototype web form/application was developed.

**JUL-SEP 2002** – The IT section spent this quarter evaluating and installing new equipment for the agency information systems, email, and web pages. This work was not part of this grant but prevented the IT section from moving forward with the next steps, which was the implementation of the web based form. In September, because of the changed priorities for the IT section and the delay with this project, a grant extension was requested. No work is being completed on the grant at this time, because the status of the grant extension is unknown.

**SEP-DEC 2002** (1<sup>st</sup> 2003)– No work was completed on project, continuation of infrastructure work from prior quarter. – grant extension was received

**JAN-MAR 2003** (2<sup>nd</sup> 2003)– Work on the project was restarted. With the development of our graphical/browser interface to IIS, we reviewed the design process and included an interface to our IIS in the initial design of the complaint system. In addition, we are incorporating a process for the receipt of notifications (i.e. fish kills, chemical spills, etc) along with the complaint process. The system will be consistent with our new IIS interface and when appropriate will be tied to our existing facility and chemical information. We are actively working on this project and expect to have the complaint portion completed by late summer.

The delays in the project have really been a positive outcome for us. We are now in a position to incorporate all notifications in to this process. (We are using some other monies in the agency to supplement this project and the expanded functionality.) If we would have completed this last year as projected, we would be looking to modify the application at this time to be consistent with our other ongoing work.

**APR-JUN 2003** – Design was continuing – to include all agency notifications and the interoperability with the new graphical IIS application process.

**JUL-SEP 2003** – Continuing with the design process. Design to be turned over to the contract programmers in mid October 2003. Anticipate the programming to start around November 1, 2003.

**OCT 2003-MAR 2004** – Application is complete with just a few minor changes being made from testing, staff testing should start in May of 2004.